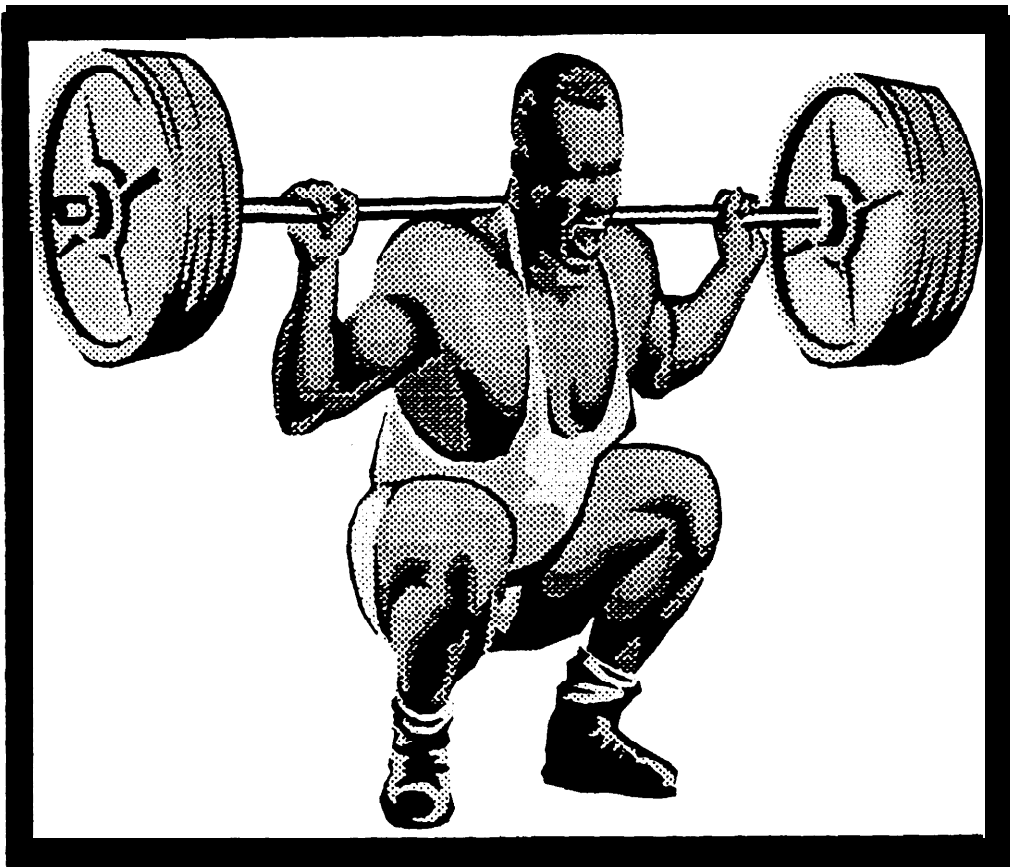


DOORBELL FON

TROUBLE SHOOTING
WARRANTY
&
REPAIR



T H E
QUALITY & PEOPLE
You CAN RELY ON

I rouble shooting

Warning: Before you open up the controller or door box, unplug the power of the controller. Don't reverse the Line In (from outside of the house) and Line Out (to all your phones in series). It may damage the controller if you reverse the Line In and Line Out.

Note: The easiest way to diagnose your Doorbell Fon is connect the controller and door box on any desk before you install it. Make sure all the wires connect correctly.

If you have security system, then Line from outside should go security system first then go to the controller (black box) line in position.

I press the button of the door box, the phone will ring but I can not talk to the phone.

Step1: Check if you have the dimed LED light before you press the button. And, after you have pressed the button, will the LED turn to bright. If it is not, then check your (+) and (-) wire on the controller (black box) door position. This device is polarity sensitive, you may reverse the (+) and (-) wires.

Step 2: If **you** have the light, then report the problem to **ACNC** Customer Service for replacement.

I press the button of the door box, the phone will not ring.

Step1: Short the two screws of the door position on the controller (black box) very fast. If the phone rings, then you have bad door box. Contact **ACNC** Customer Service for replacement.

I can have the conversation with the door, but I cannot get a dial tone while I pick up the handset of the phone.

Step 1: Unplug the power of the controller, if you still can not get the dial tone. Please check your fuse inside the controller (black box). The fuse (there are two fuses inside) located on the bottom may be broken. Replace it, if it is broken.

Step 2: While unplugging the power of the controller (black box), you can get the dial tone. Power up the controller, pick up the phone handset if you get the door instead of the dial tone, flash hook switch or flash key. If you get the dial tone, then you have a non-standard phone set which will send the wrong signal. Either you replace a phone set or flash hook switch/flash key to get the dial tone while you pick up the handset and get the door instead of the dial tone.

My caller ID will not passing through.

Step 1: check total REN# of your telephone devices (including answering machine, Caller ID, and phone sets). The total REN# should be under 4.6. If you have more than 4.6, then you need a ring booster.

Step 2: If your REN# has less than 4.6, then unplug the power to replace the bottom fuse (there are two fuses in the controller). Or, use a telephone wire to replace that fuse (we still warranty the unit, even you have replaced the fuse with a wire).

Step 3: After you have done the Step 2, you still can not get Caller ID. Please contact ACSC Customer Service to get assistance.

My phones will not ring.

Step 1: Pick up the handset, then flash the hook within 2 seconds to see can you get the door or not. If you can access the door and talk to the door, then you may have too many phone sets. Calculate the total REN# of all your phones. If you have more than 4.6 REN#, then get a ring booster to improve the situation.

Step 2: If you can not access the door, then go to the controller to short the two screws of the door position very fast. If your phones ring, then check your wiring between door box and controller (black box).

My door box makes a funny noise likes motor boat.

Then you have a very sensitive microphone, contact **ACNC** Customer Service to replace your door Box.

While I answer the incoming call, after I pick up the handset I get the door instead of an incoming call.

Step 1: reverse the tip and ring wire (usually green and red wires) of the telephone wall outlet.

Step 2: After Step 1, the problem persists. Then you have a non-standard phone set which will send the wrong signal. Replace the phone set to correct problem.

All my phones ring except my answering machine or cordless phone.

Reverse the tip and ring wires (usually green and red wires) of that telephone's wall outlet.

Warranty

Terms of the Limited Warranty

ACNC warrants to the original purchaser that each of its hardware products and all components thereof will be free from defects in material and/or workmanship for one year **from the date of purchase**. Any **warranty** hereunder is **extended** only to the original purchaser and is not transferable.

During the year **after** of purchase, all labor and materials will be provided without charge. **There** shall be no warranty for either parts or labor **after** the expiration of one year from the date purchase unless the **ACNC** Extended Protection Plan is selected. The warranty will then be for a total of two years.

In the event of **malfunction** or other indication of failure attributable directly to faulty workmanship and/or materials, **ACNC** will, at its option, repair or replace the defective products or components to whatever **extent** it shall deem **necessary** to restore the product or component to proper operating condition provided the purchaser sends with the defective product proof of the date of purchase of the product.

Please note that **ACNC** may replace the defective product with a new or remanufactured functionally equivalent product of equal value at the option of **ACNC**.

Before returning a product for repair, refer to the return for repair procedure in this document. Installation charges related to the repair of this product are not covered by this warranty.

This warranty is in lieu of all other **express** warranties which now or hereafter might otherwise arise with respect to this product. **ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR USE SHALL HAVE NO GREATER DURATION THAN THE PERIOD FOR THE EXPRESS WRITTEN WARRANTY APPLICABLE OF SUCH PERIOD.** Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. No action shall be brought for breach of any implied or **express** warranty **after** one year subsequent to the **expiration** of the period of the **express** written warranty.

The customer shall be solely responsible for the failure of any **ACNC** product or component thereof, resulting from accident, abuse, or misapplication of the product, and **ACNC** assumes no liability as a consequence of such events under the terms of this Warranty.

While **ACNC** has made **every** effort to provide clear and accurate technical information about the application of its products, **ACNC** assumes no liability for any events arising out of the use of this technical information.

Incidental and consequential damages caused by malfunction, defect, or otherwise and with respect to breach of any **express** or implied warranty, are not the responsibility of **ACNC**, and to the **extent permitted by law** are hereby excluded both for property and, to the **extent** not conscionable for personal injury damage. (Some states do not allow the exclusion of limitation of incidental or consequential damages so that the above limitation or exclusion may not apply to you.)

This warranty gives you the specific legal rights and you may also have other rights that vary from state to state. Some of the provisions of this Warranty may not be appropriate to the law of your jurisdiction.

Return for Repair Procedure

The following describes how to return a unit to **ACNC** for repair. This procedure is used for all units, whether in or out of warranty.

Step 1: Call **ACNC Customer Service** and describe the problem. Tell the **Service Representative** whether your unit is covered by a warranty. The representative will issue a **Returned Merchandise Authorization Number (RMA#)**. If it is covered by a warranty but not registered, you must submit proof of the date of purchase. If proof of purchase is not available or your unit is not covered by a warranty, you must send the **current** repair fee with your unit. The customer service representative will provide you with that information and any further payment instructions if necessary.

Step 2: Pack the unit in its original package or in a sturdy corrugated box using **NON-STATIC** material (e.g. newspaper) as a cushion. **DO NOT** use highly static prone material such as plastic wrap or Styrofoam based packing material (peanuts or beads) as they may further damage the unit in transit. **DO NOT** include other material such as the User's Guide.

Step 3: Include the following with your unit:

Your Name
Your Address
Telephone Number (day or evening)
Return Authorization Number (RMA#)
Description of Problem
The Current Repair Fee (if any)

Note: **ACNC** will assess a charge if a unit is returned with no problem description or if the reported problem can not be reproduced.
ACNC will **refuse** any returned unit without **RMA#**.

Step 4: Ship all units (for repair) prepaid via **CPS** or the **U.S. Postal service**. We recommend that the units be insured when shipped. **ACNC** will not accept units that have been sent **C.O.D.**
Mail package to:

ACNC/DoorBell Fon
Attn: **Warranty/Repair**
RMA# (please include on mailing label)
5413 Walnut Ave
Downers Grove, IL 60515
U.S.A.

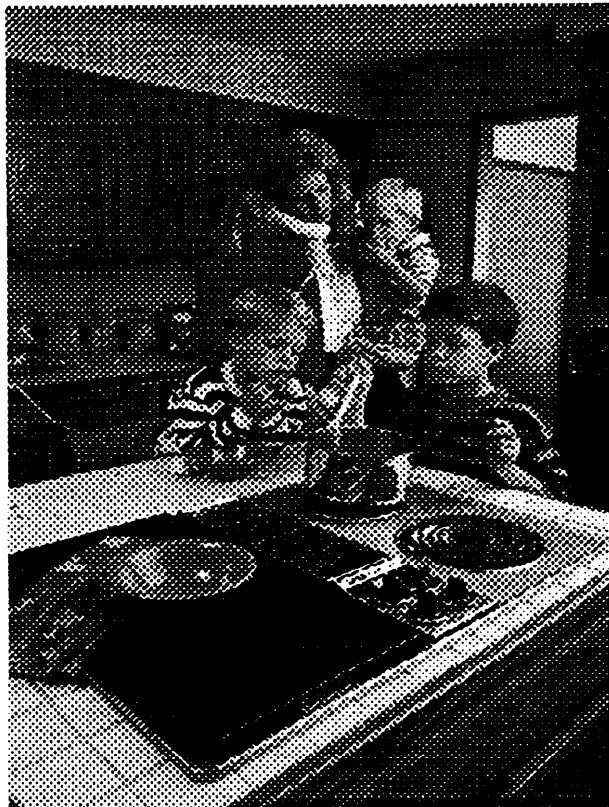
After repair or replacement, products will be returned by **ACNC** at no cost to customer to any destination in the **U.S.A.** or its territories. Selection of **carrier** and method of shipment will be chosen by **ACNC**. If you desire some other specific form of conveyance or you are located outside the **U.S.A.** or its territories, you must bear the cost of return shipment and any other incidental cost.

ACNC: Customer Service
Telephone 1-630-241-2800

DOORBELL FON

ANSWER YOUR DOOR FROM YOUR
TELEPHONE

USER GUIDE



PRODUCT OF THE YEAR NECA 97
PRODUCT OF THE YEAR NECA98
PRODUCT OF THE YEAR EC&EN 99

THE
QUALITY & PEOPLE
You CAN RELY ON

How to Use the DoorBell Fon™

The DoorBell Fon™ system replaces the traditional doorbell, simply and easily, and is designed to answer the door from any telephone. The **system** can work on a regular telephone with an incoming line, as well as on an unused line input of the **telephone**(i.e. a two-line telephone or home telephone or **home** telephone system (KSU or PABX)).

The DoorBell Fon™ control unit requires connection to only one incoming telephone line and one **DoorBell Fon™** station; however, a second station may be added for the back door, garage, or patio.

As the **DoorBell Fon™** station button is pressed, the telephone will sound with a distinctive ring alerting that a visitor at the door. The Door may be answered by simply picking up the nearest telephone.

Operation Instructions

To answer the door when a visitor presses the button of the DoorBell Fon™ station and the telephone is ringing:

Pick up the telephone

To answer the door when a visitor presses the button of the DoorBell Fon™ station and the telephone has stopped ringing:

Pick up the telephone. **If you get** dial tone, then flash the switch-hook once for door 1 or **twice** for door 2

To switch activation between door one and door two:

Flash the switch-hook within 2 seconds

To answer the door while talking to an outside call (alert will be a call waiting signal):

Flash the switch-hook

To go back to the call on hold tier answering the door:

Flash the switch-hook

To using the answering machine: Set **answering** machine to two (2) rings for visitors to leave a message from the door station. Set answering machine to four (4) or greater if you do not want visitors to leave a message **from** the door station.

To open the door or gate by using the optional DP-28SW: press “*” on the keypad while you are talking to the visitor.

If there is no outside telephone line connect, when you pick up the handset you always connect to the door directly without pressing any key. This can be used while you are using a two-line phone set with one outside telephone line service. Connect the second line to the **DoorBell Fon™** controller.

If there is no outside telephone line connection, then when you pick up the hand set, you will access the outside telephone service directly. You also have a chance to access the door within 2 seconds **after** picking up the hand set by flashing the switch-hook.

Frequently asked Questions:

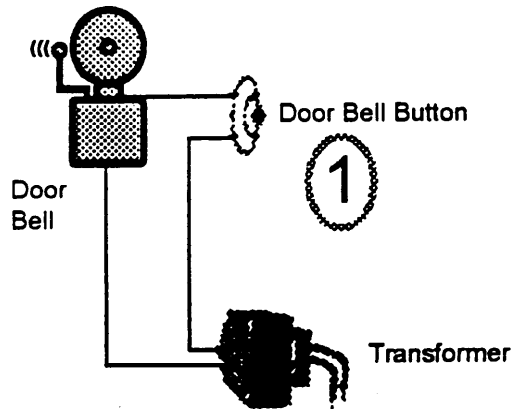
Q. How many phone sets can connect to the **DoorBell Fon™** Controller?

A. It Depends on the total RENS of the phone sets. Total **REN** should be between 4.6-5.0.

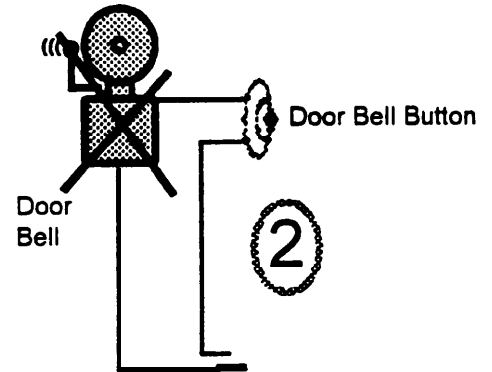
Q. What is the REX?

A. Ringer Equivalency Number. Part of the FCC certification number approving a telephone terminal product for direct sale to the end user as doing harm to the network. The REN consists of a number and a letter which indicates the **frequency** response of that telephone's ringer. “A=20Hz or 30 HZ “B”=a range **from** 15.3 Hz to 66 Hz. The remaining letters represent ringers that will work on very narrow ranges such as “C”= 15.3 HZ to 17.4 HZ, etc. the number indicates the quantity of ringers which may be connected to a single telephone.

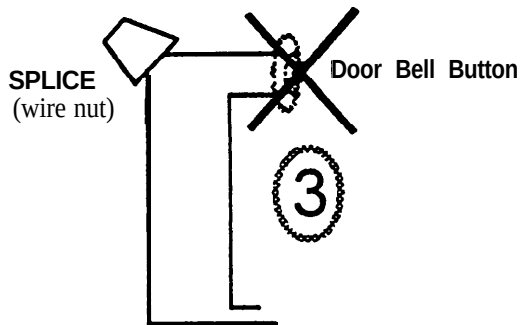
To Use the Door Bell wires in an Existing House installation



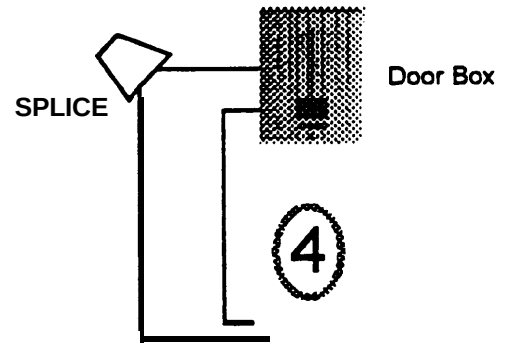
Locate the door bell's transformer. Disconnect the low voltage wires from the transformer.



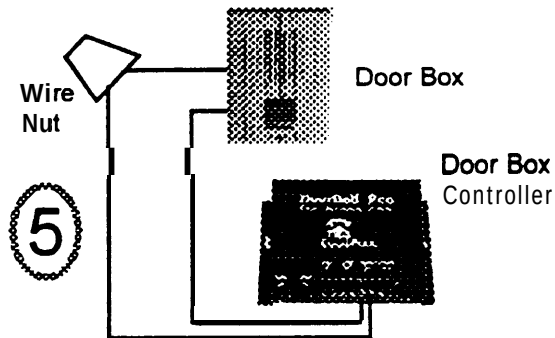
Go to the existing door bell and disconnect the wires. Splice the 2 wires together.



Remove the existing Door Bell Button. Replace it with the Door Box using the same 2 wires. Note which wire you connect to (+) and (-).



Go back to the transformer. Splice a pair of wires to the wires taken off of the transformer, and run it to where you are mounting the Door Box Controller. Note that you need an AC outlet **and** access to the phone line where you install the Controller.



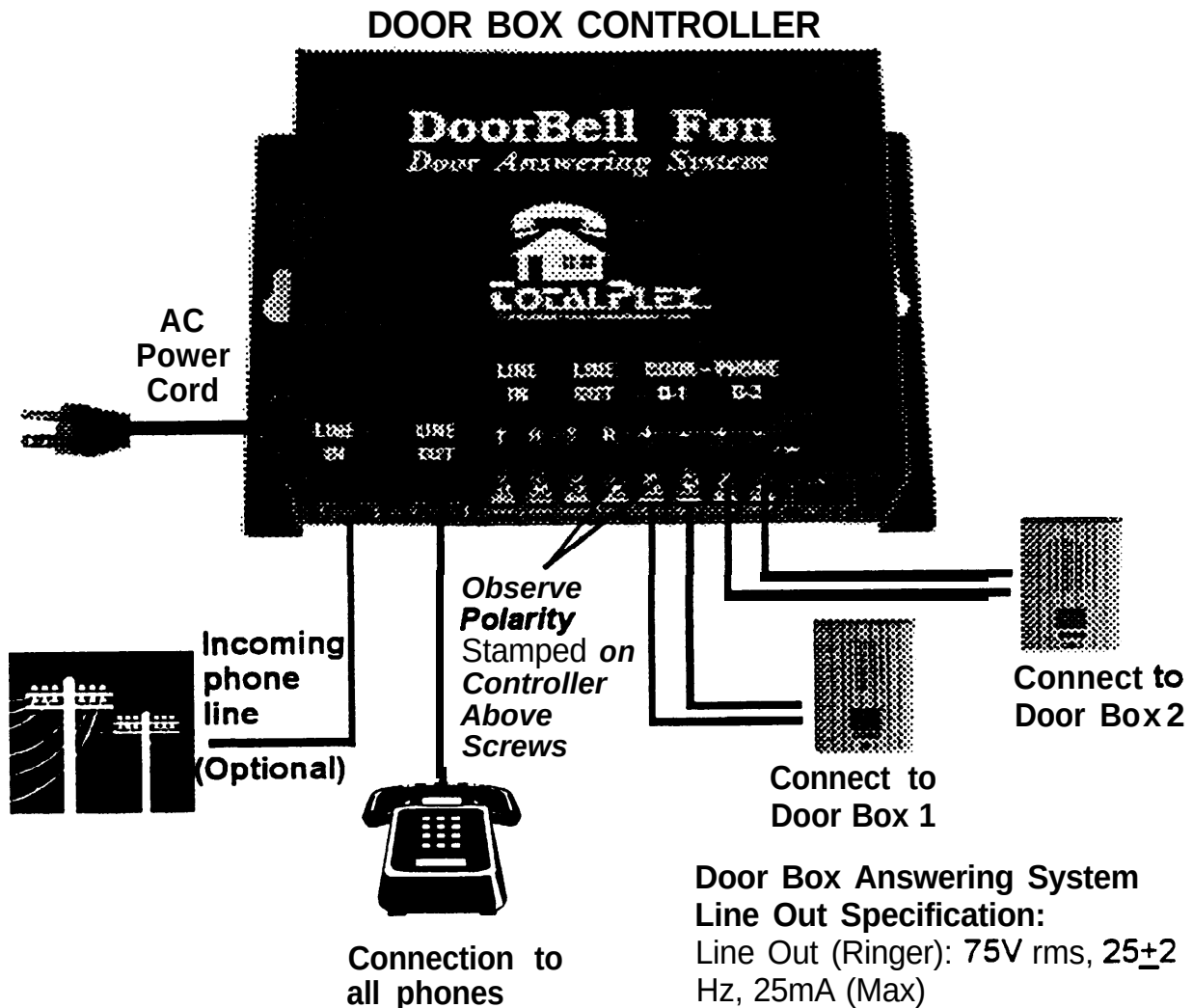
Connect the wires from the Door Box to D-1 or D-2. Connect the incoming phone line to **LINE-IN**. Connect **LINE-OUT** to the phones. Plug the power cord into the outlet. You will hear a "click" sound while the controller is activated.

How can the end user determine how many phones they can connect to the Door Box Controller?

Check the REN (located on a sticker on the bottom of the phone) of all the phones, and **add** them up. The total number can not exceed the value 5 (FCC Regulation). Most phones have a REN of 0.4 to 1.

DoorBell Fon Installation Guide

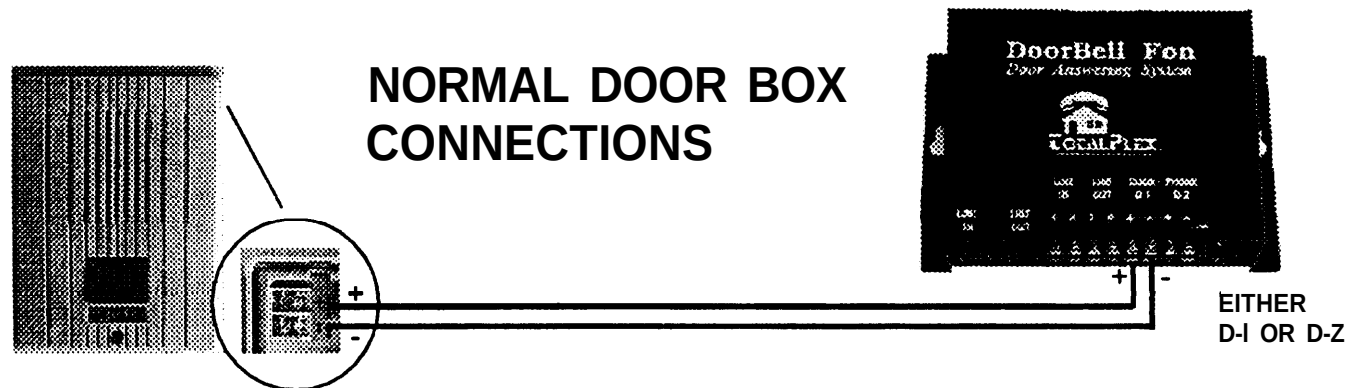
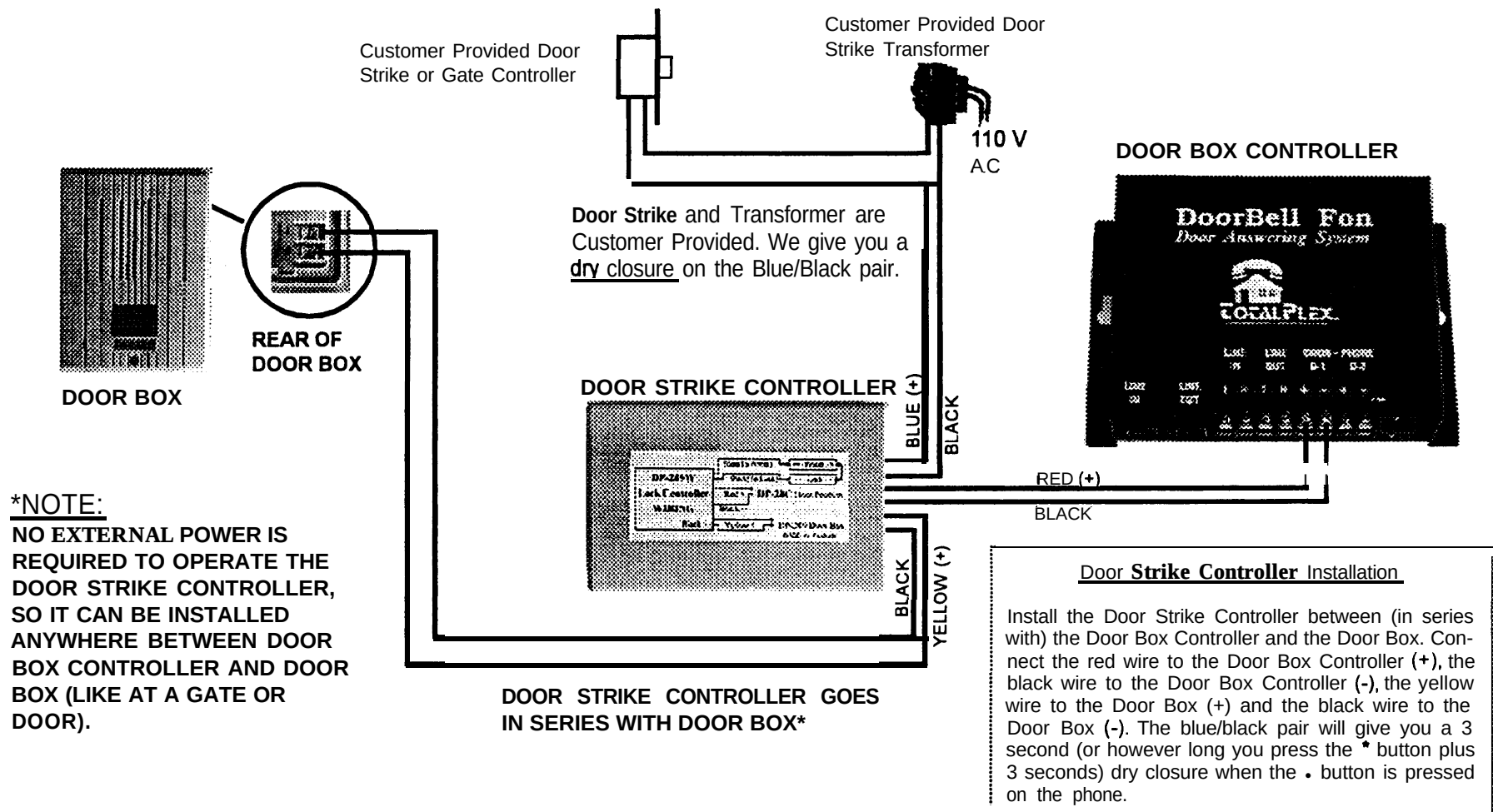
New House Installation



NOTES:

1. Your customer may prefer the sound of the ring on Door 2 (D-2). There is no problem using either door connection.
2. You can put 4 Door Boxes on each input. You can also series 4 Door Box Controllers together for a total of 8 Zones and 32 Door Boxes
3. If the polarity is wrong to the Door Box, the unit will ring, but there will be no voice and the Door Box LED will not glow at all.
4. Shorting the pair going to the door will cause the unit to ring, and will not damage anything. This means you can mount the unit overhead, or somewhere where you can't press the Box's button - using the existing door bell button to short the pair.
5. If you are installing LINE-OUT to a telephone system, you will lose the Distinctive Ring between Door 1 & 2, since you will then hear the phone system's ring when the button is pushed. You could purchase a Tone Generator which would allow you to send the ring from the door over the customer's existing paging system.
6. Optional chips are available which will let the unit ring more, or fewer times.
7. The polarity **between** LINE-IN and LINE-OUT is reversed. If you notice something strange about the operation of the unit, try reversing the pair (T & R) at LINE-OUT.

DOOR BOX & DOOR STRIKE CONTROLLER CONNECTIONS



Warning:

You may damage the Controller, if you reverse the LINE - IN and LINEOUT connections. Be aware of the LINE-IN should come from outside of the house (from telephone junction box), and **LINEOUT should connect in serial with the phones in the house** (there is no change needs to be made in most of the case).

Notice:

The Door Connections on the Controller (Black Box) are Polarity sensitive. If you have reverse the (+) and (-) wires, the LED on the door station will not be on and you also can not talk to the phone.

The DoorBell Fon Controller (Black Box) should go after the security system (if you have one). Outside line->Security System->DoorBell Fon Controller->all phones in house.